

MELBOURNE AIRPORT

Airfield Operations Training

Frequently Asked Questions (FAQs)



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Airside Drivers Authority (ADA) / Aerobridge Drivers Authority (ABDA) Initial Training

Q1: How do I register on the Melbourne Airport training database (AIRDAT Passport)?

All candidates that would like to attend the initial training for an **Airside Drivers Authority (ADA)** or **Aerobridge Drivers Authority (ABDA)**, must first register on the AIRDAT Passport database at Melbourne Airport: <https://passport-mel.airdat.org/account/login?ReturnUrl=%2F>

For individuals registering on behalf of a new company commencing operations at Melbourne Airport, please ensure the company has registered and submitted an Access Licence for Airside Operator (ALAO) application through AIRDAT Onboard: <https://onboard-mel.airdat.org/en/Account/Login>

Q2: I would like to apply for an initial ADA, how can I do this?

Candidates must enrol into a course by selecting 'Train me' on their Dashboard home screen and search for **ADA Level 2 – Initial (iPad assessment)**. Once a suitable date/time is located:

- Select the course, click continue, confirm the payment details and booking on the bottom right of the screen.
- You will receive an automatic email notification confirming your booking.
- Ensure you thoroughly read/understand the study materials provided for the course you will be undertaking, located on the Melbourne Airport website.
- Attend the course on the allocated date/time along with your Australian Drivers' Licence, ASIC or VIC, high visibility vest and required materials.

Please ensure you are aware which ADA type you are required to hold by your company and enrol into any endorsement courses accordingly, as they incur charges. Endorsement requests on the day of the ADA Level 2 course, may be unavailable and comprehension of additional study materials is required. These are located on the Melbourne Airport website.

Q3: If I do not achieve the required 100% result on the assessment, do I fail the initial classroom assessment and how soon can I enrol again?

Candidates must aim to achieve a 100% result on the assessment that follows the in-class presentation. If this result is not achieved due to minor omissions, it will be the discretion of the Melbourne Airport training department to determine if the result is satisfactory and provide further feedback/clarification.

If the result is deemed non-satisfactory, candidates will not participate in subsequent training activities and can enrol into the next available session.

Q4: I would like to apply for an initial ABDA (Aerobridge Operator), how can I do this?

Candidates must enrol into a course by selecting 'Train me' on their Dashboard home screen and search for **Aerobridge Operator – Initial**.

- Select the course, click continue, confirm the payment details and booking on the bottom right of the screen.
- You may then choose to Launch the course from the next set of options or leave the course in enrolments until a later time.
- To launch a course later, select 'View' Existing Enrolments from the Dashboard home screen, click on the 'Action' button and select 'Launch'.

The practical assessment must be completed following the completion of the online module. A company approved trainer holding a Melbourne Airport train the trainer (TTT) qualification, must provide the completed practical assessment to: airdatasupport@melair.com.au

This is located on the Melbourne Airport website:

[https://www.melbourneairport.com.au/Corporate/Working-here/Licences,-permits-training/Aerobridge-Licence-\(ABDA\)](https://www.melbourneairport.com.au/Corporate/Working-here/Licences,-permits-training/Aerobridge-Licence-(ABDA))

The assessment will be verified and uploaded to the corresponding AIRDAT account by a Melbourne Airport administrator. Once both the Aerobridge Operator – Initial and Aerobridge Operator – Practical (Competency Assessment) are in the Dashboard home screen Qualifications section, the authority card can be collected from Security Services. Access to aerobridges and the associated doors/links will be assigned to either the ASIC or an Access card when the authority card is collected.

Q5: I would like to apply for an initial ADA and be endorsed for Perimeter Road (P), Maintenance (M) or Escort (E) for operational requirements, how can I do this?

Candidates must enrol for the initial **ADA Level 2 – Initial (iPad assessment)** classroom session (prerequisite) followed by the relevant endorsement session. In order to book an endorsement, enrol into the appropriate course:

- ADA P (Perimeter) Initial - Theory (iPad assessment)
- ADA M (Maintenance) Initial - Theory (iPad assessment)
- ADA E (Escort) Initial - Theory (iPad assessment)

Please be aware that **ADA P (Perimeter)** and **ADA E (Escort)** classrooms are held monthly, while **ADA M (Maintenance)** is conducted twice a month. The endorsement courses follow the **ADA Level 2** courses on alternative weeks.

Q6: I hold a current ADA and would like to be endorsed for Perimeter Road (P), Maintenance (M) or Escort (E) for operational requirements, how can I do this?

Candidates must complete one/both of the following endorsement sessions relevant to their required qualification in conjunction with their current ADA renewal:

- ADA P (Perimeter) - Initial (iPad assessment)
- ADA M (Maintenance) - Initial (iPad assessment)
- ADA E (Escort) - Initial (iPad assessment)

Please be aware that **ADA P (Perimeter)** and **ADA E (Escort)** classrooms are held monthly, while **ADA M (Maintenance)** is conducted twice a month.

Q7: How long must I hold an ADA Level 2 before being eligible to apply for an ADA Level 3?

You must hold an ADA Level 2 for a minimum time period of 6 months before you are eligible to attend an initial ADA Level 3 training course.

Q8: I have completed my initial ADA Level 3 classroom course and assessment successfully, what must I complete now to obtain my new authority?

If you have completed the ADA Level 3 initial classroom course, within 6 months you will be required to:

- Complete a 2 hour day and 2 hour night familiarisation with a Melbourne Airport Safety Officer, subject to availability. Contact the duty Senior Airside Safety Officer (Car 2) to make arrangements at the start of the shift.
- Complete a Geography Test with the duty Senior Airside Safety Officer (Car 2). Contact the duty Car 2 in order to make arrangements at the start of the shift.
- Submit your Ishihara Colour Blindness Test, with a pass/normal result to: airdatasupport@melair.com.au
- Submit your Part 64 Aeronautical Radio Operators Certificate (AROC) or Part 61 Flight Crew Licence to: airdatasupport@melair.com.au

When you believe all the requirements have been completed, please contact a Melbourne Airport administrator for confirmation: airdatasupport@melair.com.au

To make advanced bookings for the familiarisation and geography test components with the safety team, send your request to: airfieldtraining@melair.com.au

Q9: I would like to cancel my course enrolment, how can I do this and will I still be charged or penalised?

For all enrolments; select 'View' Existing Enrolments from the Dashboard home screen, click on the 'Action' button and select 'Cancel'. Refunds are issued automatically with the below exception.

Cancellation of an initial classroom course must be made prior to 24 hours of the class commencing. Any refunds for cancellations within this time or 'no shows' will not be granted. E-learning renewal courses/modules may be cancelled at any time, prior to commencing without charge.

Q10: I would like to swap another candidate from the company for a candidate already enrolled in a classroom course, can I do this without cancelling a booking?

Yes, candidates may be swapped within 24 hours of the course commencing, however this must be done by a Melbourne Airport administrator. If the booking is more than 24 hours from commencing, it is easier to cancel the original booking (issued an automatic refund) and create a new one.

If the company would like to swap for another candidate within 24 hours of the classroom course commencing. Please contact: airdatasupport@melair.com.au

Airside Drivers Authority (ADA) / Aerobridge Drivers Authority (ABDA) Renewals

Q1: I cannot remember my password to access AIRDAT or my ASIC has changed since I last completed my training with Melbourne Airport, what do I do?

Do not create a new account, as your previous qualifications will not be recognised and you will not have access to the renewal. Select 'Click here to reset' if you have forgotten your password and you will be prompted with directions to the email provided in your existing AIRDAT account. If your password reset email is incorrect on the existing account or your ASIC ID has changed since you last completed your training with Melbourne Airport, please contact: help@airdat.org

Personnel employed by some companies at Melbourne Airport, such as Dnata and Australian Border Force, will be issued with a new Australian Security Identification Card (ASIC) code when a renewal is completed. It is important that a Melbourne Airport administrator is contacted to ensure the integrity of the system.

Q2: I would like to renew my Airside Drivers Authority (ADA)/Aerobridge Drivers Authority (ABDA), what I am required to do?

Please use the following link to access your account <https://passport-mel.airdat.org/account/login?ReturnUrl=%2F>

Do not create a new account, as your previous qualifications will not be recognised and you will not have access to the renewal. Select 'Click here to reset' if you have forgotten your password and you will be prompted with directions to the email provided in your existing AIRDAT account. If your password reset email is incorrect on the existing account or your ASIC ID has changed since you last completed your training with Melbourne Airport, please contact: help@airdat.org

Candidates must enrol into an eLearning course/module by selecting 'Train me' on their Dashboard home screen and search for the relevant renewal.

- Select the course, click continue, confirm the payment details and booking on the bottom right of the screen.
- You may then choose to Launch the course from the next set of options or leave the course in enrolments until a later time.
- To launch a course later, select 'View' Existing Enrolments from the Dashboard home screen, click on the 'Action' button and select 'Launch'.

Q3: I have previously held an ADA at Melbourne Airport, must I retake the initial classroom course?

If the ADA has expired for a period greater than 3 months, the initial classroom course and familiarisation must be completed again.

Q4: I have previously held an ADA or ABDA (Aerobridge Operator) at Melbourne Airport but it has expired within the last 3 months, must I retake the initial classroom course?

You may be eligible to apply for access to the renewal module due to special considerations. The application providing reasoning, can be submitted to: airdatasupport@melair.com.au

Q5: How long do I have to complete my ADA or ABDA (Aerobridge Operator) online renewal, once an extension to access the eLearning course/module is granted?

You are provided access for 14 days from the date the extension is applied and confirmation is received from a Melbourne Airport administrator.

Q6: When I select 'Launch' to an eLearning course, a prompt to link litmos account (create new or link my current Litmos account) appears, what do I do?

Select 'Create new account' for SAP Litmos after initially launching an online module from AIRDAT. This will automatically link your AIRDAT account to Litmos, where modules are stored and only requires completion once. Please be aware that your ASIC ID in AIRDAT must be at least 4 characters, otherwise an error will appear when launching an eLearning course.

Please note that after completing an eLearning course, you must not complete any subsequent modules once you are in the Litmos system. You must correctly exit the module you have completed and launch each individual course from AIRDAT, or the result may not register.

Q7: Can I transfer my ADA to Melbourne Airport from another airport?

All personnel who require an ADA, regardless if they have come from another airport, must enroll to attend initial training with Melbourne Airport. The rules and procedures surrounding authorities in Melbourne differ to that of interstate airports.

Q8: I would like to renew my M, P, or E endorsed ADA but the renewal course is indicating 'not available', why would this be?

Candidates must complete one or both of the following renewal modules relevant to their qualification prior to the combined ADA Level renewal:

- ADA P (Perimeter Road) – Renewal (E-learning module)
- ADA M (Maintenance) – Renewal (E-learning module)
- ADA E (Escort) – Renewal (E-learning module)

Once this is complete, the combined course (i.e. ADA Level 2M - Renewal) will be accessible for completion. If you have not completed all the individual eLearning courses, you will not be provided with an ADA.

Q9: I am unable to access the ADA Level 3 renewal, why would this be?

Your department administrators have been advised that a **Part 64 Aeronautical Radio Operators Certificate (AROC)** or **Part 61 Flight Crew Licence** is required for upload into your training account before Melbourne Airport is able to grant access to the ADA Level 3 renewal module. This document is a mandatory requirement of all ADA Level 3 holders, as directed by the Civil Aviation Safety Authority (CASA).

If you already have this document in your profile or you are seeking to provide it, please contact: airdatasupport@melair.com.au

Once confirmation is received that your qualifications have been updated by a Melbourne Airport administrator, you will be able to access the renewal module.

Q10: I would like to downgrade the ADA I am currently issued with, how can I do this?

A supporting letter, written on the new company letterhead must be provided by management, indicating the details of the employee requiring downgrade. Where the ADA Level is not necessary for operational requirements, the authority may be downgraded once a mutual agreement is reached.

Q11: I would like to apply for an ABDA (Aerobridge Operator) renewal, how can I do this?

Candidates must enrol into a course by selecting 'Train me' on their Dashboard home screen and search for **Aerobridge Operator – Renewal (E-learning module)**.

- Select the course, click continue, confirm the payment details and booking on the bottom right of the screen.
- You may then choose to Launch the course from the next set of options or leave the course in enrolments until a later time.
- To launch a course later, select 'View' Existing Enrolments from the Dashboard home screen, click on the 'Action' button and select 'Launch'.

Once the **Aerobridge Operator – Renewal (E-learning module)** is in the Dashboard home screen Qualifications section, the authority card can be collected from Security Services. Access to aerobridges and the associated doors/links will be assigned to either the ASIC or an Access card when the authority card is collected.

Q12: I would like to renew my ABDA (Aerobridge Operator) but 'Skills required' is displayed when I search Aerobridge Operator – Renewal (E-learning module), what can I do?

If the authority has expired for greater than 3 months, the initial ABDA process referenced above must be completed. If the authority has not yet expired, please provide or request a company administrator provides an image of your authority card with details of expiry to: airdatasupport@melair.com.au

Once confirmation is received that your existing qualifications have been updated by a Melbourne Airport administrator, you will be able to access the renewal module.

Q13: I have completed the ADA/ABDA (Aerobridge Operator) renewal module, am I qualified to drive/operate on the airfield?

Completing the eLearning course/online module does not constitute as a re-issue of the authority. The authority must be reprinted and in possession for it to be valid.

Q14: I cannot load the eLearning course/module as flash player is required, what can I do?

Please ensure the following steps are adhered to in order to negate some common launch troubleshooting issues:

- Ensure the use of the Google Chrome web browser
- When in AIRDAT, click on the little **lock icon** on the left hand side of the internet page URL search bar at the top of the screen
- Select 'Site settings' and select the option to 'Allow' for **Pop-ups and redirects**
- Select 'Site settings' and select the option to 'Allow' for **Flash**

Reload the page as directed by the banner that should appear at the top of the screen. These steps will help ensure when you click 'Launch' in the new **Action menu** the module will load. If this does not resolve the issue, send a screen image with explanation to: help@airdat.org

Q15: I cannot locate the buttons to move onto the next screen inside the eLearning course/module, what can I do?

Right-click on the screen and select 'Show all'. The full screen will then fit on your current display and the 'Next' button should appear.

Q16: I have completed the eLearning course/module but it would appear my account is not capturing my result, why would this be?

To correctly exit the module from Litmos, which ensures the result is successfully recorded in AIRDAT, please follow these steps after module completion:

- Select the **inner top right** exit (two are displayed)
- Select the 'Exit' button when prompted if you are sure you want to exit
- Select the **outer top right** exit button and a green circle should appear in the Litmos screen with a '100%' displayed
- From here you may close the window or log out of Litmos

Company Account Administration (Passport & Onboard)

Q1: Is it possible to modify or add company administrators (monitor training & penalties/enrol for training) to the company profile?

Yes, any company/department can have several company administrators, however these are assigned by an airport administrator. All requests for current company administrators or modifications to permissions in AIRDAT, must be sent for approval to: help@airdat.org

Please note that permission requests should come from a company registered domain name. General permission levels may be reviewed at: <https://support.airdat.org/article/189-edit-user-permissions>

Q2: Is there any other AIRDAT support material available to assist me with my query?

A greater range of support material is available at: <https://support.airdat.org/> and: <https://support.airdat.org/category/82-assessment>

Q3: I would like to register a new or review current administrators for our company on AIRDAT Onboard (Access Licence and Vehicle Permits), how can I do this?

To review current administrators for your company, please contact: help@airdat.org

If you would like to nominate a new company administrator, they must register using the following link: <https://onboard-mel.airdat.org/en/Account/Register>

A company/department can have several company administrators, however these are assigned by a Melbourne Airport administrator. After the account for the new administrator is created, access to submit milestones/applications on behalf of the company, must be sent for approval to: help@airdat.org

You will receive notification from a Melbourne Airport administrator, when primary company administrator access has been granted.

General Authority Enquiries

Q1: Where and at what times can I collect my ADA or ABDA (Aerobridge Operator)?

Collection can be made from Security Services (ASIC Office) located at Building 219, 5-9 Francis Briggs Rd, Melbourne Airport VIC 3045.
Monday – Friday, 8:30am – 2:30pm.

For enquiries regarding ASIC or Access card, please contact: access@melair.com.au

Q2: Will I be notified if I am issued with a Penalty Infringement Notice (PIN)?

Yes, an automatic notification will be sent to the email provided in your AIRDAT account and your company administrator, provided they've opted communications.

Q3: I am no longer working at Melbourne Airport, am I required to return any Melbourne Airport issued cards?

All Melbourne Airport controlled cards including; ASIC, ADA, ABDA and Access card, must be returned to either your employer or Security Services. Any enquiries of this nature must be addressed to Security Services: access@melair.com.au

Further information is provided at: <https://www.melbourneairport.com.au/Corporate/Working-here/Essentials/ASIC>

Q4: I am transferring from one company to another at Melbourne Airport, how can I do this and will I retain my ADA/ABDA (Aerobridge Operator)?

A supporting letter, written on the new company letterhead must be provided by management, indicating the details of the employee requiring transfer. Provided the authority card would still be valid, you have not been away from the airfield for greater than 3 months and you have an operational reason to maintain the ADA Level/ABDA, the authority may be retained. Where a higher ADA Level is not required for operational requirements, the authority may be downgraded once a mutual agreement is reached. Please provide any request to: airdat support@melair.com.au

Any enquiries regarding the transfer of ASIC and Access card must be addressed to Security Services: access@melair.com.au

Q5: The authority card I have been issued is displaying an incorrect name for either myself or my company, how can I change this?

Some contact information can be updated by clicking on your image in the upper top right corner of the Dashboard home screen and selecting 'View profile', then selecting 'Edit details' in the top right of the screen. To update name, company or ASIC ID, please provide a company support letter or ASIC image to an airport administrator at: help@airdat.org

Q6: The authority card does not allow me to access a particular gate when airside, what can I do to change this?

The ADA does not provide access permissions for entry and exit gates/doors on the airside. Access levels are controlled based on company operational requirements through Access cards and the ASIC. Any enquiries of this nature must be addressed to Security Services: access@melair.com.au

Further information is provided at <https://www.melbourneairport.com.au/Corporate/Working-here/Essentials/ASIC>

Q7: When can I collect my new ADA/ABDA (Aerobridge Operator)?

Once the required training is successfully completed and recorded in your AIRDAT account (Qualifications section from your Dashboard home screen), the authority may be collected during Security Services hours of operation.

Specific requirements for each authority are:

- If you have successfully completed the [ADA initial classroom course](#), you will also be required to complete the ADA Level 2 familiarisation conducted on the same day.
- If you have completed the [ADA endorsement classroom course](#), the authority may be collected after completion of the ADA Level 2P/2M familiarisation conducted on the same day. Please advise the Security Services team of your endorsement, when collecting the authority and verify it is printed correctly on your card.
- If you have completed the [ADA Level 3 initial classroom course](#), please refer to the initial ADA Level 3 reference above for an indication of card collection requirements.
- If you have completed the [ADA/ABDA renewal course](#), you may collect the authority once the appropriate renewal is displayed in your AIRDAT account.
- If you have completed the [ABDA initial or renewal training process](#), please refer to the ABDA references above for an indication of card collection requirements.

Q8: I require a payment invoice for a completed ADA/ABDA (Aerobridge Operator) initial/renewal training course and I have not received it, how can I obtain this?

You can retrieve an invoice by clicking on your image in the upper top right corner of the Dashboard home screen and selecting 'Billing', then selecting the 'Card purchases' tab at the top middle of the screen. If the specific invoice cannot be located, please provide your request with account and course details, including airport to: help@airdat.org

Access Licence for Airside Operators (ALAO) & Vehicle Permits (AUA)

Q1: How and when can our company permit vehicles and attend driver training?

In order to permit vehicles and attend driver training, a company must first have a valid Access Licence for Airside Operators (ALAO) at Melbourne Airport. Your nominated administrator is required to complete the registration process using the following link: <https://onboard-mel.airdat.org/en/Account/Register>

Please ensure you verify whether a company account already exists in AIRDAT Onboard. If this is not the case, you will be required to create a new one, supplying relevant data.

To review the existing application, update expiring or expired milestones (available up to 3 months prior to expiry) and submit an application renewal (required every 2 years), use the following link: <https://onboard-mel.airdat.org/en/Account/Login>

Select 'Click here to reset' if you have forgotten your password and you will be prompted with directions to the email provided in your existing AIRDAT account. If your password reset email is incorrect on the existing account contact: help@airdat.org

Once all the necessary milestones are completed, and required documentation attached, the AIRDAT and Melbourne Airport administrators will approve the application and send it for delegate approval. When this is counter-signed and uploaded, the contract will be approved and access to vehicle permitting and ADA training granted.

Q2: How long does it take for an airside vehicle permit to be issued?

Applications that do not require an inspection will be processed within 5 business days of submission. If an inspection is required, you will be contacted within 2 business days to organise a booking. The permit will be issued within 5 business days of a satisfactory inspection.

Q3: Our company would like to organise an inspection to be issued a vehicle permit, how can we do this?

A booking for inspection (date, time and location) in order to obtain a vehicle permit must be organised by contacting: melair.aua@au.issworld.com

The permit will be issued within 5 business days of a satisfactory inspection.

Q4: Our company would like to increase the maximum number of vehicle permits for use on the airside, how can we do this?

Your vehicle quota may be increased by a company administrator, when submitting a renewal of your company Operation Milestone.

If the milestone is not open for review, you can make a request in the milestone dialogue box (located in the top right of the screen) or contact an administrator: help@airdat.org

Q5: Our application (ALAO) is currently in progress, are we able to permit vehicles with a temporary permit and what is the process?

While your milestones for a valid application are 'in progress', the ability to permit vehicles will still be available in AIRDAT. If the overarching application expires however, the ability to permit vehicles will not be available. It is important that a review is undertaken in a timely manner, to ensure all milestones and over-arching contract is reviewed as early as 3 months prior to expiry, when it will be available for submission. To request a temporary permit while your application is being approved by both company delegates, please contact: melair.aua@au.issworld.com

Please note that a Melbourne Airport administrator reviewing the request can refuse to issue a temporary permit. This can be on the grounds that an essential milestone, such as insurance, has lapsed. Once approved, temporary permits are collected from Security Services.